



The Centers for Medicare and Medicaid Services (CMS) is committed to reinvesting civil money penalty (CMP) funds for projects to support the quality of care and life for nursing home residents in a consistent and equitable manner. On 9.25.23, the Centers for Medicare and Medicaid (CMS) announced to State Agencies new resources to Improve Quality of Care in nursing facilities. Below is a brief description with links to each initiative.

Facility-wide Wireless Internet Access (Wi-Fi):

CMS believes that all nursing home residents should have access to broadband wireless internet. CMS is assessing if there are nursing homes without facility-wide broadband wireless internet (Wi-Fi) access for residents. CMS requests that **any nursing home that does not have facility-wide Wi-Fi** accessible to all residents **complete the [survey](#)** and submit the form to CMP-info@cms.hhs.gov no later than December 22, 2023. CMS will then assess the number of facilities without this capability and the reasons for the lack of access to determine if CMP funds can be used for a project to help address this issue.

Mental and Behavioral Health:

CMS is committed to improving the quality of care for residents with underlying serious mental illness (SMI) and/or substance use disorder (SUD). CMS has partnered with the Substance Abuse and Mental Health Services Administration (SAMHSA) to launch the National Center of Excellence for Behavioral Health in Nursing Facilities (COE-NF). The COE-NF offers certified Medicare and Medicaid nursing facilities a centralized resource hub with access to technical assistance and training to care for residents with SMI and/or SUD, at no cost. To obtain information and access to this program, visit www.nursinghomebehavioralhealth.org.

Resources to Improve Quality of Care:

CMS launched a new “Quality in Focus” interactive video series, at no cost. The series of 10–15-minute videos are tailored to reduce the deficiencies most commonly cited during the CMS survey process, such as infection control and accident prevention. Reducing these common deficiencies increases the quality of care for people with Medicare and Medicaid. See the [Quality, Safety, & Education Portal Training Catalog](#), **select Quality in Focus**.

Workforce:

CMS is committed to improving the nursing home workforce. As [announced on September 1, 2023](#), CMS plans to launch a national campaign to help increase the nursing workforce in nursing homes. More information on this campaign will be released in the future, and there will be opportunities for states to partner with CMS on this program.

Toolkits:

The toolkit resources aid nursing homes to reduce adverse events, improve staff quality, improve employee satisfaction, and improve dementia care.

- [Head to Toe Infection Prevention Toolkit \(ZIP\)](#)
- [Developing a Restful Environment Action Manual \(DREAM\) Toolkit \(ZIP\)](#)
- [CMPRP-Toolkit 1 – Employee Competency Assessments \(ZIP\)](#)
- [CMPRP-Toolkit 2 – Employee Satisfaction Survey \(ZIP\)](#)
- [CMPRP-Toolkit 3-Guide to Staff Satisfaction \(PDF\)](#)